

E-01345A-08-0172

ORIGINAL
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM



Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 **80621**

Date: 7/24/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Mary C.**

Koestner

Account Name: Mary C. Koestner

Home: [REDACTED]

Street: [REDACTED]

Work:

City: El Mirage

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

7/20/09

Re: Docket No. E-01345A-08-0172
Arizona Corporation Commission
1200 West Washington, Consumer Services Section
Phoenix, AZ 85007

Arizona Corporation Commission

DOCKETED

JUL 27 2009

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

JUL 27 P 4: 08

RECEIVED

Commissioners:

I am writing to request that you deny APS's Application for a permanent rate increase. I wrote to you last year requesting that you not allow this increase to go through. In these precarious economic times we are experiencing, the raising of rates and/or taxes of any kind dangerous jeopardize the recovery of said economy. Also, APS obviously doesn't need a rate increase seeing as how they have hundreds of thousands, maybe many million of dollars to waste an advertising themselves on cable TV, and other advertising venues. And why they do this escapes me. They have NO competition. And I have NO choice in an electricity provider.

My last online bill from APS had a lengthy and mostly useless explanation of why my electricity bill increased approximately \$69.00 from last years amount. Well with an almost 20% increase in rates, that's not surprising to me. There were some cute little charts and such on that bill and not once was there mentioned that part of the reason for the increase in charges for electricity usage was the company's rate increase. It was noted that our home used \$4.00 more in power from the 'average' household similar to ours. This was a colorful little bar/tube graph that told me that.

Well, let me tell you about what we do here in our home. First, there is one more person in our household. Someone who was laid off because of the economic downturn and job cutting. This person has not yet found another job. And in order to lower our costs, the measures we have taken for the past many years and continue to take include turning off the hot water (it is off now), sunscreens installed on every window, turning off lights when on one is in the room, not using the dishwasher, keeping our air conditioner set at 80 degrees in the

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summer and leaving the heater Off in the winter. That is not all we do but you get the ideal. Again, I do not consider this a sacrifice, it is just thoughtful wisdom and common sense. I expect the same wisdom and common sense practically from a company like APS, but alas, I fear I expected too much.

Please have some consideration for we heavily burdened rate payers. I respectfully request that you deny this frivolous request for a permanent base rate increase, or any other increase. How about a rate DECREASE??

Sincerely,

Mary C. Koestner, President Sun Dial III HOA

[REDACTED]
[REDACTED]
[REDACTED]
End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I called customer to acknowledge receipt of her Opinion. I told customer that her Opinion would be entered into our database for the record and that her Opinion would be docketed so that the Commissioners would have an opportunity to read her concerns prior to rendering their decisions. Customer was very appreciative that the ACC staff called her to acknowledge receipt of her correspondence. FILE CLOSED.

I emailed this OPINION to Carmen Madrid r@ ACC Phoenix Office to have this docketed towards Arizona Public Service Company - Docket No. E-01345A-08-0172

End of Comments

Date Completed: 7/24/2009

Opinion No. 2009 - 80621
